

FIG. 3

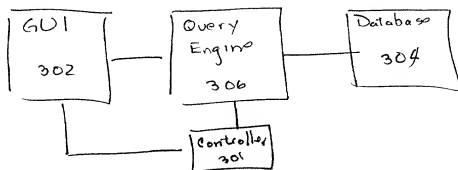
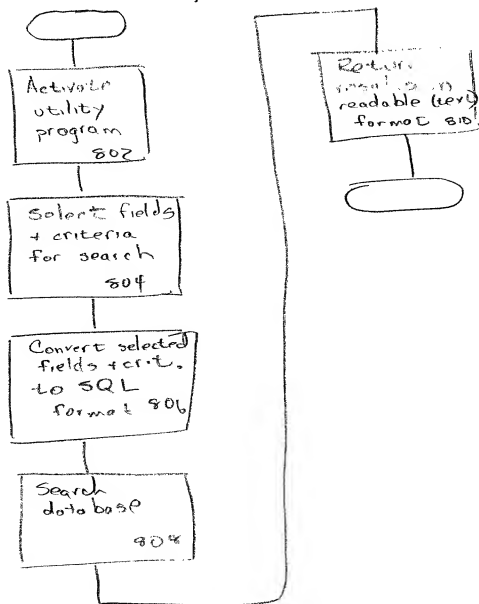


FIG. 8



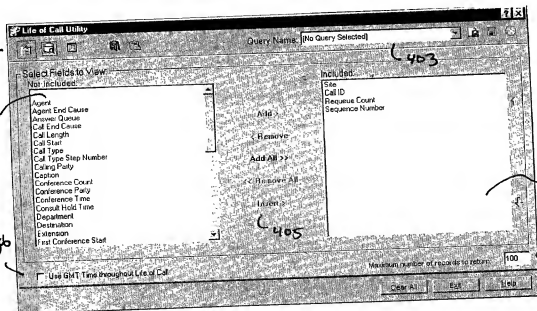


FIG. 4

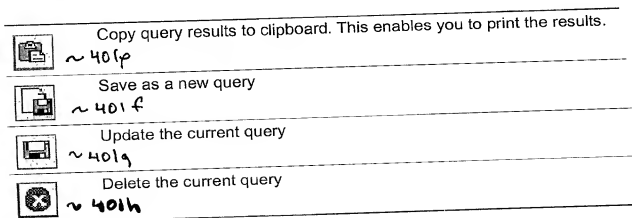
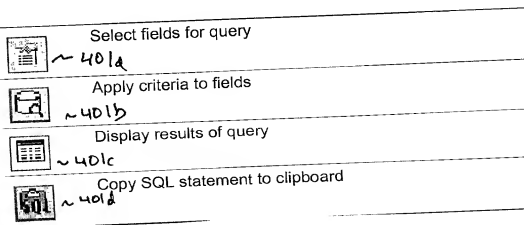


FIG. 5

Life of Call Utility

Query Name: [No Query Selected]

Select a field to apply criteria

Field Name	Field Type
Agent	Alpha
Agent End Cause	Alpha
Answer Cause	Numeric
Call End Cause	Alpha
Call ID	Alpha
Call Length	Numeric
Call Start	Date Time
Call Type	Alpha
Call Type Step Number	Numeric
Calling Party	Numeric
Cashion	Alpha
Conference Count	Numeric
Conference Party	Numeric
Conference Time	Numeric
Consult Hold Time	Numeric
Department	Alpha

Field: Call Length

Criteria: Equal To

Data Value: 100

Buttons: OK, Cancel, Help

FIG. 6

Life of Call Utility

Query Name: [No Query Selected]

Call ID	Agent	Request Count	Site	Sequence Number	Call Start	Call End
18009439136652		0	SMAUG		11/29/99 3:14:40 PM	01
780384391393752		0	SMAUG		11/29/99 3:18:38 PM	10
305094391393800		0	SMAUG		11/29/99 3:19:52 PM	5
436094391402532		0	SMAUG		11/29/99 3:20:26 PM	10
10409439144472	Field F Last5	0	SMAUG	1	11/29/99 3:24:08 PM	14
93309439144462	Field F Last5	0	SMAUG	1	11/29/99 3:27:20 PM	34
62809439145482	Field F Last5	1	SMAUG	1	11/29/99 3:29:08 PM	52
03309439151782	Field P Last4	0	SMAUG	2	11/29/99 3:35:38 PM	53
09309439151792	Field F Last5	0	SMAUG	1	11/29/99 3:35:30 PM	53
25309439152652	Field P Last4	1	SMAUG	1	11/29/99 3:41:23 PM	3
25509439152652	Field P Last4	1	SMAUG	2	11/29/99 3:41:23 PM	3
77009439153002	Field P Last4	1	SMAUG	1	11/29/99 3:41:43 PM	1
77409439153002	Field P Last4	1	SMAUG	2	11/29/99 3:41:43 PM	1
02709439154102	Field P Last4	0	SMAUG	1	11/29/99 3:45:30 PM	57

Call ID	Agent	Request Count	Site	Sequence Number	Call Start	Call End
77409439153002	Field P Last4	1	SMAUG	1	11/29/99 3:41:43 PM	1
77409439153002	Field P Last4	1	SMAUG	2	11/29/99 3:41:43 PM	1

Buttons: OK, Cancel, Help